# Medi-Cal Telephone Specialized Operator Reference Guide

## 1. Dial 1-800-541-5555.

Wait a few seconds for the greetings to finish:

- *"Thank you for calling the EDS Medi-Cal Telephone Service Center."*

- Meeting notices or announcements

**Contacting a specialized operator is as easy as 1, 2, 3...**

## 2. For English, press ① + ①

### For Spanish, press ① + ②

## 3. Follow the prompts as specified below.

**Crossover Claim Billing Assistance**

Press ① + ④ ➡ then press ① + ① to reach a specialized operator.

**General Medicine Billing Assistance**

Press ① + ④ ➡ then press ① + ② to reach a specialized operator.

**Vision Billing Assistance**

Press ① + ④ ➡ then press ① + ② to reach a specialized operator.

**Specialty Program Billing Assistance**    **Includes CCS/GHPP and LEA**

Press ① + ④ ➡ then press ① + ③ to reach a specialized operator.

**CHDP Gateway Billing Assistance**

Press ① + ④ ➡ then press ① + ④ to reach a specialized operator.

**Health Access Programs Billing Assistance**

Press ① + ⑤ ➡ then press ① + ② to reach a specialized operator.

**Provider Enrollment Billing Assistance**

Press ① + ⑤ ➡ then press ① + ③ to reach a specialized operator.

**Managed Care Billing Assistance**

Press ① + ⑤ ➡ then press ① + ④ to reach a specialized operator.

**Mental Health Billing Assistance**

Press (1) + (5) ➡ then press (1) + (4) to reach a specialized operator.

**Inpatient Billing Assistance**

Press (1) + (5) ➡ then press (1) + (5) to reach a specialized operator.

**Long Term Care Billing Assistance**

Press (1) + (5) ➡ then press (1) + (5) to reach a specialized operator.

**Outpatient Billing Assistance**

Press (1) + (5) ➡ then press (1) + (5) to reach a specialized operator.

**Computer Media Claims (CMC) Assistance**

Press (1) + (6) ➡ then press (1) + (1) to reach a specialized operator.

**HIPAA Implementation Assistance**

Press (1) + (6) ➡ then press (1) + (2) to reach a specialized operator.

**Lab Services Billing Assistance**

Press (1) + (6) ➡ then press (1) + (3) to reach a specialized operator.

**Durable Medical Equipment Assistance**

Press (1) + (6) ➡ then press (1) + (4) ➡ then press (1) + (1)

**Allied Health Billing Assistance**

Press (1) + (6) ➡ then press (1) + (4) ➡ then press (1) + (2)

**Pharmacy Billing Assistance**

Press (1) + (6) ➡ then press (1) + (4) ➡ then press (1) + (2)

**POS / Downloads / Internet Assistance**

Press (1) + (6) ➡ then press (1) + (6) to reach a specialized operator.

**eTAR Specialized Billing Assistance**

Press (1) + (6) ➡ then press (1) + (7) to reach a specialized operator.